

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	87	(dispatch or dispatcher) and (service same technician) and (order or subscription or subscribe) and (cable or telephone)	US-PGP UB; EPO; JPO	2003/03/03 09:48
2	BRS	L2	6	(doctor or nurse or technical) and specialty and (in-home)	US-PGP UB; EPO; JPO; DERWEN T	2003/03/03 09:48
3	BRS	L3	0	((doctor or nurse or technical) and specialty and (in-home)) or ((705/8).CCLS.) and (technician near3 skill)	US-PGP UB; EPO; JPO; DERWEN T	2003/03/03 09:48
4	BRS	L4	4	(dispatch or dispatcher) and (service same technician) and (order or subscription or subscribe)	EPO; JPO; DERWEN T	2003/03/03 09:49

*consider*

### Status: Path 1 of [Dialog Information Services via Modem]

### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)  
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES

PLEASE LOGON:

\*\*\*\*\* HHHHHHHH SSSSSSSS?

### Status: Signing onto Dialog

\*\*\*\*\*

ENTER PASSWORD:

\*\*\*\*\* HHHHHHHH SSSSSSSS? \*\*\*\*\*

Welcome to DIALOG

### Status: Connected

Dialog level 02.12.60D

Last logoff: 21feb03 15:10:55

Logon file405 03mar03 12:00:55

\*\*\* ANNOUNCEMENT \*\*\*

\*\*\*

--File 515 D&B Dun's Electronic Business Directory is now online  
completely updated and redesigned. For details, see HELP NEWS 515.

\*\*\*

--File 990 - NewsRoom now contains October 2002 to present records.  
File 993 - NewsRoom archive contains 2002 records from January 2002-  
September 2002. To search all 2002 records, BEGIN 990,993 or B NEWS2002

\*\*\*

--Alerts have been enhanced to allow a single Alert profile to be  
stored and run against multiple files. Duplicate removal is available  
across files and for up to 12 months. The Alert may be run according  
to the file's update frequency or according to a custom  
calendar-based schedule. There are no additional prices for these  
enhanced features. See HELP ALERT for more information.

\*\*\*

--U.S. Patents Fulltext (File 654) has been redesigned with  
new search and display features. See HELP NEWS 654 for  
information.

\*\*\*

--Connect Time joins DialUnits as pricing options on Dialog.  
See HELP CONNECT for information.

\*\*\*

--CLAIMS/US Patents (Files 340,341, 942) have been enhanced  
with both application and grant publication level in a  
single record. See HELP NEWS 340 for information.

\*\*\*

--SourceOne patents are now delivered to your email inbox  
as PDF replacing TIFF delivery. See HELP SOURCE1 for more  
information.

\*\*\*

--Important news for public and academic  
libraries. See HELP LIBRARY for more information.

\*\*\*

--Important Notice to Freelance Authors--  
See HELP FREELANCE for more information

\*\*\*

For information about the access to file 43 please see Help News43.

\*\*\*

NEW FILES RELEASED

\*\*\*Dialog NewsRoom - Current 3-4 months (File 990)

\*\*\*Dialog NewsRoom - 2002 Archive (File 993)

\*\*\*Dialog NewsRoom - 2001 Archive (File 994)

\*\*\*Dialog NewsRoom - 2000 Archive (File 995)

\*\*\*TRADEMARKSCAN-Finland (File 679)

\*\*\*TRADEMARKSCAN-Norway (File 678)

\*\*\*TRADEMARKSCAN-Sweden (File 675)

\*\*\*

UPDATING RESUMED

\*\*\*Delphes European Business (File 481)

\*\*\*

RELOADED

\*\*\*D&B Dun's Electronic Business Directory (File 515)

\*\*\*U.S. Patents Fulltext 1976-current (File 654)

\*\*\*Population Demographics (File 581)

\*\*\*Kompass Western Europe (File 590)

\*\*\*D&B - Dun's Market Identifiers (File 516)

REMOVED

\*\*\*Chicago Tribune (File 632)

\*\*\*Fort Lauderdale Sun Sentinel (File 497)

\*\*\*The Orlando Sentinel (File 705)

\*\*\*Newport News Daily Press (File 747)

\*\*\*U.S. Patents Fulltext 1980-1989 (File 653)

\*\*\*TOXNET data is added to ToxFile (F156)

\*\*\*New document supplier\*\*\*

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<

>>> of new databases, price changes, etc. <<<

\*\*\*\*

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.

COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.

COREALL is set ON as an alias for COREFULL,COREABS.

SOFTFULL is set ON as an alias for 278,634,256.

EUROFULL is set ON as an alias for 348,349.

JAPOABS is set ON as an alias for 347.

HEALTHFULL is set ON as an alias for 442,149,43,444.

HEALTHABS is set ON as an alias for 5,73,151,155,34,434.

DRUGFULL is set ON as an alias for 455,129,130.

DRUGABS is set ON as an alias for 74,42.

INSURANCEFULL is set ON as an alias for 625,637.

INSURANCEABS is set ON as an alias for 169.

TRANSPORTFULL is set ON as an alias for 80,637.

TRANSPORTABS is set ON as an alias for 108,6,63.

ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.

INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.

BANKINGFULL is set ON as an alias for 625,268,626,267.

BANKINGABS is set ON as an alias for 139.

HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.

INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.

RESERVATIONALL is set ON as an alias for COREFULL, COREABS.

OPERATIONALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.

TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.

ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.

SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.

INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.

BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.

PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

FUNDSTALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.

\* \* New CURRENT Year ranges installed \*\*

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

\*\*\* DIALOG HOMEBASE(SM) Main Menu \*\*\*

Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

(c) 2000 The Dialog Corporation plc All rights reserved.

/H = Help

/L = Logoff

/NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).

?b corefull, coreabs

```
>>>          77 does not exist
>>>1 of the specified files is not available
      03mar03 12:01:04 User242933 Session D145.1
          $0.00      0.176 DialUnits FileHomeBase
$0.00 Estimated cost FileHomeBase
$0.03 TELNET
$0.03 Estimated cost this search
$0.03 Estimated total session cost      0.176 DialUnits
```

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2003/Mar 01

(c) 2003 ProQuest Info&Learning

**\*File 15: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.**

File 9:Business & Industry(R) Jul/1994-2003/Feb 28

(c) 2003 Resp. DB Svcs.

File 623:Business Week 1985-2003/Feb 28

(c) 2003 The McGraw-Hill Companies Inc

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2003/Feb 28

(c) 2003 The Gale Group

File 624:McGraw-Hill Publications 1985-2003/Feb 28

(c) 2003 McGraw-Hill Co. Inc

File 636:Gale Group Newsletter DB(TM) 1987-2003/Feb 28

(c) 2003 The Gale Group

File 621:Gale Group New Prod. Annou. (R) 1985-2003/Feb 28

(c) 2003 The Gale Group

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2003/Feb 27

(c) 2003 The Gale Group

**\*File 16: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.**

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2003/Feb 28

(c) 2003 The Gale Group

**\*File 148: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.**

File 20:Dialog Global Reporter 1997-2003/Mar 03

(c) 2003 The Dialog Corp.

File 35:Dissertation Abs Online 1861-2003/Feb

(c) 2003 ProQuest Info&Learning

File 593:KOMPASS Central/Eastern Europe 2003/Jan

(c) 2003 KOMPASS Intl.

File 65:Inside Conferences 1993-2003/Mar W1

(c) 2003 BLDSC all rts. reserv.

File 2:INSPEC 1969-2003/Feb W3

(c) 2003 Institution of Electrical Engineers

**\*File 2: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.**

File 233:Internet & Personal Comp. Abs. 1981-2003/Feb

(c) 2003 Info. Today Inc.

File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Jan  
(c) 2003 The HW Wilson Co.  
File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02  
(c) 2001 THE NEW YORK TIMES

**\*File 473: This file will not update after March 31, 2001.**  
It will remain on Dialog as a closed file.

File 474:New York Times Abs 1969-2003/Feb 28  
(c) 2003 The New York Times  
File 475:Wall Street Journal Abs 1973-2003/Feb 28  
(c) 2003 The New York Times

Set Items Description

--- -----  
?s (service (w) technician) and (diagnostic or diagnostics) and (home)  
Processing  
Processed 10 of 22 files ...  
Processing  
Processed 20 of 22 files ...  
Completed processing all files  
11925680 SERVICE  
91361 TECHNICIAN  
5524 SERVICE (W) TECHNICIAN  
607480 DIAGNOSTIC  
282772 DIAGNOSTICS  
5905018 HOME  
S1 227 (SERVICE (W) TECHNICIAN) AND (DIAGNOSTIC OR DIAGNOSTICS)  
AND (HOME)  
?s s1 and (skill or skill or specialty or specialist)  
227 S1  
296573 SKILL  
296573 SKILL  
1149782 SPECIALTY  
714555 SPECIALIST  
S2 30 S1 AND (SKILL OR SKILL OR SPECIALTY OR SPECIALIST)  
?type s2/3,ab/all  
>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

**2/3,AB/1 (Item 1 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02376472 124760861  
**Against the odds**  
Anonymous  
Call Center Magazine v15n6 PP: 22-38 Jun 2002 ISSN: 1064-5543  
JRNL CODE: CCMA  
WORD COUNT: 6055

ABSTRACT: Last month in Orlando, 12 companies whose call centers defy economic indicators by meeting or surpassing their goals were recognized. Many of the award-winning call centers are forces for growth within their companies. Some, such as Internet service provider Ikano and travel insurance provider World Access, are hiring more staff. Amid growing demand piqued by plummeting interest rates, Provident Credit Union managed to introduce a certification program for agents, raise agents' salaries and handle fewer calls - all while reducing costs and increasing revenue. At other companies, call center leaders are corporate leaders. Example: At Potomac Electric, the evaluation form the call center first developed for, and with, agents is now in use throughout the utility. The 12 winners are highlighted.

**2/3,AB/2 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02172478 73090103  
**User-focused designs**

Anonymous

Appliance Manufacturer v49n5 PP: 33-52 May 2001 ISSN: 0003-679X

JRNL CODE: APL

WORD COUNT: 5909

ABSTRACT: The fourteenth annual Excellence in Design Winners and Runners-up in the appliance industry are featured, including: John Deere, for its Spin-Steer Technology Lawn Tractor; IMI Cornelius Inc., for its Lipton Brewed Iced Tea Dispenser; and Motorola, for its NFL Headset.

2/3,AB/3 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02023752 53868302

**Making a lot from (a lot of) the little things**

Barks, Joseph V

Electrical Apparatus v53n5 PP: 27 May 2000 ISSN: 0190-1370 JRNL CODE: ELAP

WORD COUNT: 3152

ABSTRACT: Universal Motor Service Inc.'s tradition of whatever-it-takes resourcefulness can be traced its founding in 1946 in the basement of the Garfield, New Jersey, home of Stephen Adzima, father of the company's current president. Drawing on his aggressiveness and ability to "see the whole field", Adzima has directed Universal's growth through a variety of successful strategies: 1. acquiring what you can not build easily yourself, 2. finding the right niches, and 3. thinking big about things that are small. While Universal plans to continue to promote its ability to service a wide variety of motors, it also has long recognized. Under the direction of General Manager of Operations Andy Vulcz, who joined the company four years ago, Universal is also pushing to expand its abilities in energy services, with a concentration on drives and controllers.

2/3,AB/4 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

01034840 96-84233

**Stunning G.E./Columbia deal termed a brilliant stroke**

Werner, Curt

Health Industry Today v58n5 PP: 1, 10+ May 1995 ISSN: 0745-4678

JRNL CODE: HIT

WORD COUNT: 2274

ABSTRACT: General Electric (GE) Medical Systems pulled off what could become the biggest marketing coup in the industry recently when it reached agreement on a comprehensive 5-year contract with Columbia/HCA Healthcare Corp. that encompasses the sale, service, and utilization of all diagnostic imaging machines in Columbia/HCA's 315 hospitals. To many, the deal signals the start of a natural partnership between the US' largest medical company and its largest equipment company. Competitors fear that the pact with Columbia/HCA, the US leader in innovative, cost-saving agreements, gives GE an unfair advantage when the time comes to recommend new equipment purchases. They say that GE would also gain a big leg up in the bidding process for Columbia/HCA's business, since vendors rarely participate in the equipment selection process.

2/3,AB/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00727515 93-76736

## **Designing the Future**

Babyak, Richard J.

Appliance Manufacturer v40n7 PP: 19-29 Jul 1992 ISSN: 0003-679X

JRNL CODE: APL

WORD COUNT: 6934

**ABSTRACT:** Some of the technological advances being made today are speculative and will probably never materialize, while others are simply waiting to be made more cost-effective. Researchers at Battelle Memorial Institute are field testing a gas griddle for commercial use that employs a recirculating hot oil system to transfer heat from the flame to the metal cooking surface. Turning light energy from the sun into electricity is already a reality. Photovoltaic modules in the field today generate 47 million watts worldwide. The vision for the future is to increase the efficiency of photovoltaics to the point where costs per kilowatt hour are comparable to conventional electric power. Japan's NEC Corp. envisions a day when personal computers become small enough, and necessary enough, to be worn like clothing. Designers and engineers at the company are currently working on projects that will comfortably marry machine to body. Key to the concept is the tailoring of designs to specific purposes and occupations.

**2/3,AB/6 (Item 6 from file: 15)**

DIALOG(R) File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00708894 93-58115

### **Who's showing what where**

Anonymous

Editor & Publisher v126n20 PP: 12N-56N May 15, 1993 ISSN: 0013-094X

JRNL CODE: EDP

WORD COUNT: 19597

**ABSTRACT:** A listing of exhibitors, along with product descriptions, is presented for the Newspaper Association of America's Nexpo '93.

**2/3,AB/7 (Item 1 from file: 9)**

DIALOG(R) File 9:Business & Industry(R)

(c) 2003 Resp. DB Svcs. All rts. reserv.

02117432

### **Troubleshooting techs turn to Net**

**(Automotive Information Systems Inc (St Paul, MN) provides auto repair information to technicians & consumers via phone and Internet; has some 30,000 shop subscribers)**

Automotive News, n 5760, p 24

April 06, 1998

DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 563

### **ABSTRACT:**

Information is the automotive service technician 's most valuable tool and the Internet is fast becoming the toolbox. Technicians who specialize in diagnosing problems are adept at using the Internet to help them interpret vehicle flow charts and diagrams, said Mike Baird, chief technology officer at Snap-on Diagnostics in San Jose, Calif. Snapon Diagnostics is a business unit of Snap-on Inc. of Kenosha, Wis. Baird participated in a panel discussion sponsored by the Service Technicians Society that explored Internet information :available to technicians. The discussion was held during the SAE International Congress and Exposition in Detroit in February. The Service Technicians Society is a sister organization of SAE. All Snap-on Windows-based computers will have high-speed internet access soon, Baird said, adding, "I invite you to get on board and exploit (the Internet) to the fullest."

Automotive Information Systems Inc. in St. Paul, Minn., is doing just that,

said President Jeff Sweet, who was a panelist.

The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet. Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow. Automotive Information Systems has about 30,000 shop subscribers including some new-car dealers.

Subscribers access the hot line via a toll-free phone number. A menu connects the caller to a technician, who is trained to diagnose the problem on the spot. The caller is billed \$2.85 per minute: the average call lasts eight minutes.

2/3,AB/8 (Item 1 from file: 275)  
DIALOG(R) File 275:Gale Group Computer DB(TM)  
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01619702 SUPPLIER NUMBER: 14390574 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Getting support. (third-party network service providers)**  
Dolan, Tom; Smith, Sue  
LAN Magazine, v8, n11, p77(6)  
Oct, 1993  
ISSN: 0898-0012 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 4000 LINE COUNT: 00349

ABSTRACT: Third-party service organizations can provide the support information system (IS) organizations need for new system design and implementation, troubleshooting, remote monitoring, 7-by-24 service, network management, spares, fulfillment of warranty programs, and software value maximization. The four primary areas of system implementation are network planning, site surveys, network design, and implementation management; how third-party service organizations support these operations is described. The services they offer for troubleshooting cover five key areas: reconfigurations, network tuning, **diagnostic** services, user and administrator support, and facilities management. Also described are remote monitoring services, 7-by-24 support, extended warranties, management services, and the use of specific services by various companies.

2/3,AB/9 (Item 2 from file: 275)  
DIALOG(R) File 275:Gale Group Computer DB(TM)  
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01526479 SUPPLIER NUMBER: 12320404 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Bulletin boards. (Directory)**  
Computer Shopper, v12, n8, p705(42)  
August, 1992  
DOCUMENT TYPE: Directory ISSN: 0886-0556 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT  
WORD COUNT: 75508 LINE COUNT: 05815

2/3,AB/10 (Item 3 from file: 275)  
DIALOG(R) File 275:Gale Group Computer DB(TM)  
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01468442 SUPPLIER NUMBER: 11686046 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Specialized services. (a directory of specialized services for DEC system owners) (Buyers Guide)**  
DEC Professional, v10, n11, p180(7)  
Oct 15, 1991  
DOCUMENT TYPE: Buyers Guide ISSN: 0744-9216 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 7927 LINE COUNT: 00748

ABSTRACT: A directory of services for DEC system owners is provided. The



directory includes information about services such as disaster recovery, leasing and renting, maintenance, systems integration, training, and consulting. It also includes listings of distributors, resellers, OEMs, value-added resellers, and suppliers. Some of these services include Data Retrieval Services data recovery services and Computer Security Consultant's RecoveryPAC disaster recovery planning software. The names and telephone numbers of the service providers are included.

**2/3,AB/11 (Item 1 from file: 624)**  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

01225494  
**Sikorsky S-92 Shop Talk**  
Business & Commercial Aviation February, 2002; Pg 48; Vol. 90, No. 2  
Journal Code: BCA ISSN: 0191-4642  
Section Heading: FEATURES: INFLIGHT REPORT  
Word Count: 2,987 \*Full text available in Formats 5, 7 and 9\*

BYLINE:  
By Dave Benoff

**2/3,AB/12 (Item 1 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

04136942 Supplier Number: 54284640  
**Service; Sales trends. heating up.**  
Smith, Lee  
Swimming Pool/Spa Age, pNA  
March, 1999  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Tabloid; Trade  
Word Count: 1358

**2/3,AB/13 (Item 2 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02712573 Supplier Number: 45503502  
**STUNNING G.E./COLUMBIA DEAL TERMED A BRILLIANT STROKE**  
Health Industry Today, v58, n5, pN/A  
May, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Professional Trade  
Word Count: 2387

**2/3,AB/14 (Item 1 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

08711245 Supplier Number: 75122527  
**User-Focused Designs.(Excellence in Design awards)**  
Jones, Charmaine  
Appliance Manufacturer, v49, n5, p33  
May, 2001  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 6101

**2/3,AB/15 (Item 2 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

08659397 Supplier Number: 74802666  
**The Positive Aspects of Flat Rate Pricing. (Heating ventilation air conditioning prices) (Brief Article)**  
HAJDUK, MIKE  
Air Conditioning, Heating & Refrigeration News, v213, n1, p16  
May 7, 2001  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Trade  
Word Count: 971

2/3,AB/16 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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08587736 Supplier Number: 63986944  
**Capabilities Guide 2000.**  
Pipeline & Gas Journal, v227, n7, p51  
July, 2000  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 16813

2/3,AB/17 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

07995394 Supplier Number: 63502570  
**Just Troubleshoot Me. (Technology Information) (Tutorial)**  
Johnson, Dave  
Home Office Computing, v17, n5, p67  
May, 1999  
Language: English Record Type: Fulltext Abstract  
Article Type: Tutorial  
Document Type: Magazine/Journal; Trade  
Word Count: 3087

**ABSTRACT:**

Most computer equipment develops signs of trouble before failing completely, but diagnosis can be difficult. One common problem is a drained CMOS battery. The CMOS battery lasts about four years and is fairly simple to replace, or the user can back up CMOS settings in a utility program. Odd sounds and frequent crashes signal a faulty power supply, a problem which can destroy a system; the only cure is to replace the part. Grinding and thrashing noises indicate that a hard disk may crash soon, showing the importance of backup. Virus infection may cause PCs to act bizarrely. Every system should have an anti-virus program with detection and repair features running at all times. Modems can suddenly fail to work if a newly-installed peripheral hogs the serial port, forcing reconfiguration. Software conflicts may cause a mouse to work improperly, but in most cases it is simply dirty and can be cleaned with isopropyl alcohol. A charging roller is a thin wire in a printer that enables toner to adhere to paper; the printer may output blank or splotchy pages if it breaks. The roller is sometimes inside the toner cartridge but more often inside the drum assembly, which should be professionally serviced.

2/3,AB/18 (Item 5 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06367774 Supplier Number: 54727481  
**THE SOFTWARE EVOLUTION.**  
Weil, Michael S.  
Contracting Business, v56, n5, p66  
May, 1999  
Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade  
Word Count: 4701

2/3,AB/19 (Item 6 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

05579262 Supplier Number: 48447361  
**A new troubleshooting tool**  
Sawyers, Arlena  
Tire Business, p6  
April 27, 1998  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 591

2/3,AB/20 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

14508009 SUPPLIER NUMBER: 84970292 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The 2000-10 job outlook in brief.**  
Moncarz, Roger; Reaser, Azure  
Occupational Outlook Quarterly, 46, 1, 2(42)  
Spring, 2002  
ISSN: 0199-4786 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 7467 LINE COUNT: 02359

2/3,AB/21 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

11870655 SUPPLIER NUMBER: 59624209 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The 1998-2008 job outlook in brief.**  
Kelinson, Jonathan W.; Tate, Patricia  
Occupational Outlook Quarterly, 44, 1, 2  
Spring, 2000  
ISSN: 0199-4786 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 6562 LINE COUNT: 01854

2/3,AB/22 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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10255900 SUPPLIER NUMBER: 20759095 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Customer management. (includes related articles and buyer's guide) (Special Advertising Section: Customer Management Solutions on Windows NT)**  
Colombo, George  
Sales & Marketing Management, v150, n6, p6A(15)  
June, 1998  
ISSN: 0163-7517 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 10025 LINE COUNT: 00786

**ABSTRACT:** Customer management information technology tools are necessary for a company's success in today's competitive market. Such systems assure that every employee who interacts with a customer has the latest information about that customer and the transaction.

2/3,AB/23 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08116790 SUPPLIER NUMBER: 17364867 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**See the light. (use of optoelectronics technology in appliances)**

Dzierwa, Richard  
Appliance, v52, n8, p26(4)  
August, 1995  
ISSN: 0003-6781      LANGUAGE: English      RECORD TYPE: Fulltext  
WORD COUNT: 2399      LINE COUNT: 00203

2/3,AB/24      (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07813447      SUPPLIER NUMBER: 17016424      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Accelerated Europe. (1995 Domotechnica trade show)**  
Somheil, Timothy  
Appliance, v52, n4, p50(7)  
April, 1995  
ISSN: 0003-6781      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 6211      LINE COUNT: 00486

2/3,AB/25      (Item 6 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06705123      SUPPLIER NUMBER: 13214485      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**A profile of the up and coming technician: a study in perspectives.**  
Siddiqi, Shahla  
Motor Age, v112, n7, p76(6)  
July, 1993  
ISSN: 0193-7022      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 2794      LINE COUNT: 00210

ABSTRACT: Various sectors of the automotive services industry agree that the automotive technician of the future will differ from technicians today. Computerized automobiles, the possibility of electric vehicles, and electronic systems present new challenges for technicians. Many believe that the new technician will be a self-assured professional who is studious, thoughtful, a team worker and an expert diagnostician.

2/3,AB/26      (Item 7 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06226339      SUPPLIER NUMBER: 12766349      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Designing the future. (technological product concepts of the future) (Cover Story)**  
Babyak, Richard J.  
Appliance Manufacturer, v40, n7, p19(11)  
July, 1992  
DOCUMENT TYPE: Cover Story      ISSN: 0003-679X      LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT  
WORD COUNT: 7220      LINE COUNT: 00579

2/3,AB/27      (Item 8 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06142474      SUPPLIER NUMBER: 12743711      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Japan and the U.S. entrepreneur: partners in progress. (Special Advertising Section)**  
Inc., v14, n10, p169(10)  
Oct, 1992  
ISSN: 0162-8968      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 4771      LINE COUNT: 00399

ABSTRACT: Japanese firms are a key source of venture capital for small- and medium-sized businesses in the US. Several Japanese-supported US

ventures are described, and the prospects for future business opportunities are assessed.

2/3,AB/28 (Item 9 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05409272 SUPPLIER NUMBER: 10969829 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Evaluations over, on with the real thing! Integrated avionics - what's it all about?**  
Herskovitz, Sheldon B.  
Journal of Electronic Defense, v14, n7, p29(7)  
July, 1991  
ISSN: 0192-429X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 2374 LINE COUNT: 00195

2/3,AB/29 (Item 10 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

02334886 SUPPLIER NUMBER: 03754490 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**AT&T. The right choice. (Part two of two parts - Special supplement to May issue)**  
Modern Office Technology, v30, pS1(37)  
May, 1985  
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 16412 LINE COUNT: 01375

2/3,AB/30 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

09406846  
**Richmond Times-Dispatch, Va., Business Briefs Column**  
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (RICHMOND TIMES-DISPATCH - VIRGINIA)  
January 31, 2000  
JOURNAL CODE: KRTD LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1829

#### ACCOUNTING

Sabrina L. Holme and Harold G. Martin Jr. have been admitted as principals of Keiter, Stephens, Hurst, Gary & Shreaves. Holme leads the employee benefits services group. She joined the firm in 1987 and was a director. Martin leads the business valuation and litigation services group. He joined the firm in 1996 and was a director.  
?type s2/3,9/7

2/9/7 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

02117432 (THIS IS THE FULLTEXT)  
**Troubleshooting techs turn to Net**  
(Automotive Information Systems Inc (St Paul, MN) provides auto repair information to technicians & consumers via phone and Internet; has some 30,000 shop subscribers)  
Automotive News, n 5760, p 24  
April 06, 1998  
DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 563

#### ABSTRACT:

Information is the automotive service technician 's most valuable tool and the Internet is fast becoming the toolbox. Technicians who specialize

in diagnosing problems are adept at using the Internet to help them interpret vehicle flow charts and diagrams, said Mike Baird, chief technology officer at Snap-on **Diagnostics** in San Jose, Calif. Snapon **Diagnostics** is a business unit of Snap-on Inc. of Kenosha, Wis. Baird participated in a panel discussion sponsored by the Service Technicians Society that explored Internet information :available to technicians. The discussion was held during the SAE International Congress and Exposition in Detroit in February. The Service Technicians Society is a sister organization of SAE. All Snap-on Windows-based computers will have high-speed internet access soon, Baird said, adding, "I invite you to get on board and exploit (the Internet) to the fullest."

Automotive Information Systems Inc. in St. Paul, Minn., is doing just that, said President Jeff Sweet, who was a panelist.

The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet. Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow. Automotive Information Systems has about 30,000 shop subscribers including some new-car dealers.

Subscribers access the hot line via a toll-free phone number. A menu connects the caller to a technician, who is trained to diagnose the problem on the spot. The caller is billed \$2.85 per minute: the average call lasts eight minutes.

TEXT:

ARLENA SAWYERS

Staff Reporter

Information is the automotive **service technician** 's most valuable tool and the Internet is fast becoming the toolbox.

Technicians who specialize in diagnosing problems are adept at using the Internet to help them interpret vehicle flow charts and diagrams, said Mike Baird, chief technology officer at Snap-on **Diagnostics** in San Jose, Calif. Snapon **Diagnostics** is a business unit of Snap-on Inc. of Kenosha, Wis.

"We've underestimated the **skill** level of auto technicians," he said.

Baird participated in a panel discussion sponsored by the Service Technicians Society that explored Internet information :available to technicians. The discussion was held during the SAE International Congress and Exposition in Detroit in February. The Service Technicians Society is a sister organization of SAE.

#### FUTURE CONNECTION

All Snap-on Windows-based computers will have high-speed internet access soon, Baird said, adding, "I invite you to get on board and exploit (the Internet) to the fullest."

Automotive Information Systems Inc. in St. Paul, Minn., is doing just that, said President Jeff Sweet, who was a panelist.

The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet.

The technicians have an average of 14 years' experience. All previously worked at new-car dealerships and are certified by the National Institute of Automotive Service Excellence.

#### GROWING: NET DIAGNOSIS

Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from

consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow.

Automotive Information Systems' Internet remote diagnosis works like this: The user clicks on to the site and fills out a form describing the vehicle and the problem; how long the problem has occurred; driving conditions under which the problem occurs; and warning lights that appear.

photo omitted

Within 24 hours, the company emails an answer that outlines:

- \* The most likely cause of the problem
- \* Why it is the likely cause
- \* A method to confirm diagnosis of the most likely cause
- \* The second-most-likely cause
- \* A method to diagnose the second-most-likely cause.

The Internet service is \$29.95 per use and includes a follow-up question at no additional charge.

#### THE DATABASE

Sweet said his company can diagnose vehicle repair problems via the Internet because of the expertise of its technicians and a database that allows them to quickly recognize failure patterns.

The database was created from the one million telephone calls from technicians to the company's hot line over the past 10 years.

Automotive Information Systems has about 30,000 shop subscribers including some new-ear dealers.

Subscribers access the hot line via a toll-free phone number. A menu connects the caller to a technician, who is trained to diagnose the problem on the spot.

The caller is billed \$2.85 per minute: the average call lasts eight minutes.

Said Sweet: "Technology can't replace technicians but it can enhance their capabilities. We see it as a viable part of the (diagnosis) process in the future."

#### Wired

Surveys of automotive service technicians found that:

- \* 72 percent use a computer at **home** or work
- \* 23 to 26 percent use the Internet
- \* 17 percent have e-mail
- \* 57 percent of repair shops owned a computer in 1997 vs. 49 percent in 1994.

Source: Snap-on **Diagnostics** and Babcox Publications Inc.

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COMPANY NAMES: AUTOMOTIVE INFORMATION SYSTEMS INC  
INDUSTRY NAMES: Information industry; Online services  
PRODUCT NAMES: On-line service providers (737500); Automotive repair shops (753000)  
CONCEPT TERMS: All company; All market information; Corporate strategy;

Users

GEOGRAPHIC NAMES: North America (NOAX); United States (USA)

?



2/9/7 (Item 1 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
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02117432 (THIS IS THE FULLTEXT)

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(Automotive Information Systems Inc (St Paul, MN) provides auto repair information to technicians & consumers via phone and Internet; has some 30,000 shop subscribers)

Automotive News, n 5760, p 24

April 06, 1998

DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 563

**ABSTRACT:**

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The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet. Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow. Automotive Information Systems has about 30,000 shop subscribers including some new-car dealers.

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**TEXT:**

ARLENA SAWYERS

Staff Reporter

1 Information is the automotive **service technician** 's most valuable tool and the Internet is fast becoming the toolbox.

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